



HELENA MORENO  
COUNCILMEMBER AT-LARGE

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*New Orleans City Council*

David D. Ellis  
President & CEO, Entergy New Orleans, LLC  
1600 Perdido Street, Bldg. 505  
New Orleans, LA 70112

10.31.19

Dear Mr. Ellis,

I am truly disappointed by your letter because it continues to demonstrate the lack of self awareness by Entergy New Orleans. After breaching the public trust multiple times over the last few years, ENO now responds to the Council with bullying and threats. I can't tell you how much I have wished and prayed that the company would act differently, but I regretfully see that nothing has changed.

Mr. Ellis you assign blame for the problems that persist for Entergy New Orleans to everyone, except the company's own doing. You treat your regulatory body, the Council and its advisors, as if we are all misinformed and for no cause have acted punitively toward the company. Let me briefly remind you that in the past year and half the Council has been forced to:

1. Fine ENO \$5M after an investigation determined the company paid actors to support their position on the NOPS plant during Council meetings.
2. Open an investigation into deteriorating reliability on ENO's distribution system in response to numerous customer complaints.
3. Bring Entergy New Orleans to a public hearing to get answers on power outage notification failure to Sewerage and Water Board which led to a City boil water order.

These are issues that Entergy New Orleans created on its own and the Council was forced to react.

Despite all this, the Council has continued to regulate the company fairly and with an open mind. All of our regulatory proceedings have been fair, open, and transparent.

You'd like the Council back at the negotiating table, but actually we have never left. Unfortunately, negotiating with ENO seems to be only about what the company needs and not what the ratepayers do. If you can't get what you want, we are threatened by what will be taken away.

I beg you to please think long term and not be short sighted. Please put the ratepayers first. I'm not asking you to be a hero, I'm just asking you do your job.

Sincerely,

A handwritten signature in blue ink, appearing to read "H. Moreno", with a long, sweeping underline.

Helena Moreno  
New Orleans Council President  
Chair, Utility, Cable, Telecommunications and Technology Committee

Cc: Council Vice-President Williams; Councilmember Giarrusso; Councilmember Banks; Councilmember Gisleson Palmer; Councilmember Brossett; Councilmember Nguyen